(b) if so, the reasons therefor, the cadre-wise sanctioned and actual strength of the above mentioned categories of staff as on the 1st November, 2005; and

(c) the steps proposed to be taken to fill the vacant posts expeditiously so as to ensure that the people visiting post offices do not have to stand in queues for unduly long hours?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) A post becomes available due to retirement, death, promotion etc. and its filling up takes place as per recruitment rules and administrative instructions. This is a continuous process.

The cadre-wise sanctioned strength and actual strength as on 1.11.2005 is an under:

Cadre	Sanctioned strength	Actual strength
Postal Assistant	2986	2644
Postman Group'D'	2464	2260
	1332	1231
TOTAL:	6782	6135

(c) Action as per rules has already been initiated to fill up the vacant posts. Department has introduced technology and computerization in front offices in all head post offices and major sub post offices to provide expeditious, fast and reliable service which has also reduced the waiting time at the counters.

'TRAI' directions to CDMA operators

3217. SHRI RAJU PARMAR: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Telecom Regulator TRAI have received complaints for disconnection of telephones by CDMA operators even when the payments are made regularly by the subscribers;

(b) if so, the details in this regard; and

(c) the steps taken by TRAI to warn the CDMA operators for harassment to subscribers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) Telecom Regulatory Authority of India (TRAI) had received com plaints from consumers of both GSM and CDMA Operators regarding wrongful disconnection of telephones. It was noticed that in some cases telephone was disconnected because usage exceeded the credit limit in respect of post-paid subscribers. In order to address the difficulties, TRAI had issued directions to all Cellular Mobile Telephone Service Providers (GSM & CDMA) on 27th June, 2005 mandating that:

(i) The credit limit set for a post-paid subscriber shall be intimated to him in advance. The initial credit limit shall be intimated within 7days of activation of the service for the new subscribers.

(ii) The subscriber shall be given full information in advance on the consequences of usage and other applicable charges exceeding the credit limit as well as the manner in which the credit limit set for them could be enhanced.

(iii) When the usage and other applicable charges reaches 80% of the credit limit, an intimation to this effect shall be provided to the subscriber. The consequences of his usage exceeding the credit limit including the possibility of disconnection shall also be intimated to the subscriber.

(iv) On receipt of the intimation, the subscriber shall have the option to make interim payments in whole or in part or to restrict his further usage so that the credit set for him is not exceeded.

(v) Services to the subscriber shall not disrupted until and unless the credit limit fixed for a subscriber is exceeded despite adequate intimation about the same.

(vi) Irrespective of the level of credit limit, the services of a subscriber shall not be disrupted as long as the amounts due is below the amount of his security deposit.

(vii) For all the existing post-paid subscribers, the credit limit shall be intimated to them, if not already done.